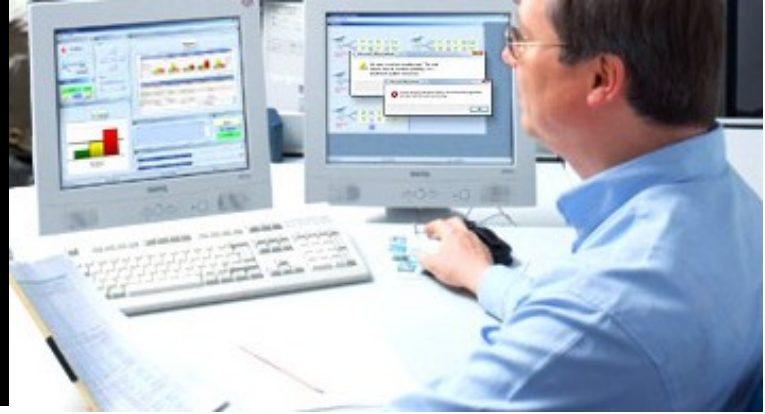


Ayehu eyeShare

For Managed Service Providers (MSPs)



One of the greatest challenges for Managed Service Providers (MSPs) is remotely managing incidents across multiple client sites. The complexity of applications, databases, monitoring tools and infrastructures is further intensified by today's highly virtualized architectures and cloud-based applications.

As an MSP, you are challenged not only with quickly identifying and resolving issues to meet service level agreements, but also with optimizing your resources in order to remain competitive, expand your business and increase profitability.

Remote Management at Reduced Costs

eyeShare helps you meet these challenges by providing a comprehensive Unified Incident Management solution that lets you centrally manage, automate, and support a large number of remote data centers from a single network operation center (NOC).

Whether clients are running on a physical or virtual infrastructure, eyeShare helps you efficiently control and respond to alerts and incidents from monitoring systems, application management tools, databases, and firewalls- using a single management console.

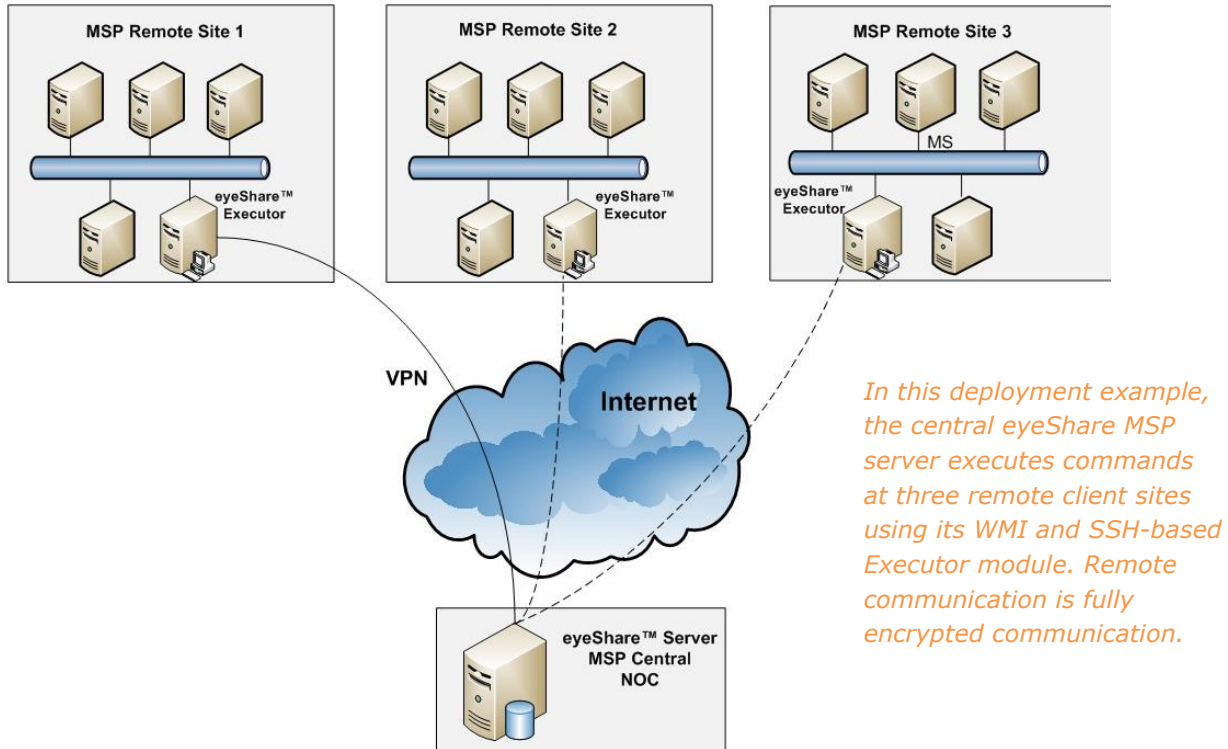
Automation of maintenance tasks, combined with efficient problem resolution lets you optimize resources, reduce support costs, and differentiate your offering with improved quality and responsiveness.

Remote IT Automation

eyeShare arrives with built-in automation toolsets, templates and integration API's that allow you to centralize, simplify and automate network processes, maintenance tasks, and critical systems support.

Automated procedures can be scheduled or can be triggered by specific events or conditions. For example, an automated task may be triggered by disk space or memory reaching a certain level, or by a change to a security policy.

eyeShare ensures that you remain in full control over automated task execution. Unique 'decision point' steps allow you to pause execution at critical points in order to provide remote instructions via SMS, IM, email, or phone. For example, an automated script may pause to send a message informing the NOC manager about service status, and enabling to either confirm a service restart, or alternatively perform some other action. Based on the response delivered, the script then branches and continues automation.



Key Features & Benefits

- Improved services with optimized resources– through rapid problem diagnosis, automation and remediation
- Manage and Automate IT problem resolution and critical maintenance tasks
- Proactive Maintenance – schedule routine maintenance and IT operational tasks
- Event filtering - eliminates alert floods enables quick diagnosis of failures
- Bi-directional alerts & notifications using email, SMS, IM and Voice calls
- Virtual NOC – Support customers, access critical information and execute tasks from your mobile device
- Reporting - Collect information and report on every incident resolution or task execution
- Agent-less automation with support for SNMP, WMI, SSH, TELNET, HTTP
- Integration – Quick and easy integration with monitoring, helpdesk and other application management tools
- Central Dashboard– Fully customized event management console

About Ayehu

Founded in 2007, Ayehu developed the eyeShare product line to deliver simplicity and automation to IT teams. An incredibly simple, yet remarkably powerful platform, eyeShare is deployed at major enterprises and supports thousands of business users.



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